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London, 12th November 2019

Europcar Mobility Group UK enhances vehicle delivery and collection experience for corporate customers

Improvements in operational processes give customers greater control

Europcar, a brand of Europcar Mobility Group UK, has announced the rollout of an enhanced customer service programme to meet the changing requirements of the delivery and collection services provided to business drivers. With more than 1 million deliveries and collections set to be carried out this year, this service provides a vital time-saving benefit. It is, therefore, crucial that workers – and their employers – can rely on a high quality and transparent customer service experience.

“Customer expectations are changing fast”, explained Gary Smith, Managing Director, Europcar Mobility Group UK. “That’s why we have introduced the new DeliverRight initiative. Designed to meet - and exceed - our customers’ expectations, it is ensuring our Operations Teams are well equipped to offer exceptional customer service when delivering and collecting vehicles.

“We analysed hundreds of customer comments to help us understand where enhancements to our service could be made. Something that many business users asked for was advance notice from the service agent of their delivery and collection time slot – much like consumers now receive for other deliveries. We have, therefore, introduced a text messaging service so that the driver receives a text within a two hour window of when their vehicle will be delivered or collected. This not only ensures the customer knows we’re on our way, but also reduces the chance of missed deliveries and collections having a knock-on impact on the service we provide to all our customers.”

The use of the latest hand-held technology to geo-stamp vehicle checks at the start and end of rentals is also currently being piloted as part of the DeliverRight initiative. Set for full roll-out in early 2020, the investment in this new technology will provide customers with greater transparency into all charges associated with their hire, including mileage, fuel and damage.

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Internal processes have also been streamlined to further improve the customer experience, with new workflow management tools for the service agents to carry out deliveries and collections. A new training video which focuses on best practice and a new online tool which supports fleet controllers and service agents have also been developed to ensure a consistent, smart and smooth delivery and collection.

Service agents, all Europcar employees who wear branded uniforms, will also ask customers to complete a short survey on the service they received, which will then directly feedback into the DeliverRight programme for continuous improvement.

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Contacts
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About Europcar Mobility Group
Europcar Mobility Group is a major player in mobility markets and listed on Euronext Paris.
The mission of Europcar Mobility Group is to be the preferred "Mobility Service Company" by offering alternative attractive solutions to vehicle ownership, with a wide range of mobility-related services: cars rental, vans and trucks rental, chauffeur services, car sharing and scooter sharing.

Customers' satisfaction is at the heart of the Group's mission and all of its employees and this commitment fuels the continuous development of new services.

Europcar Mobility Group operates through multi brands meeting every customer specific needs; its 4 major brands being: Europcar® - the European leader in vehicles rental services, Goldcar® - the most important low-cost car rental company in Europe, InterRent® – a 'mid-tier' brand focused on leisure and Ubeeqo® – one of the European leaders in car sharing for both businesses and end-customers market.

Europcar Mobility Group delivers its mobility solutions worldwide solutions through an extensive network in 140 countries (including 20 wholly owned subsidiaries in Europe, 2 in Australia and New Zealand, franchises and partners).

Further details on our website:
www.europcar-mobility-group.com

About Europcar Mobility Group UK
Europcar Mobility Group brands in the UK encompass:

Europcar – European leader of cars rental, vans and trucks rental

Goldcar – Low-cost car rental leader in Europe
InterRent – Mid-tier car rental specialist (leisure-focused)
Ubeeqo – One of European leaders in car-sharing (round trip, B2B & B2C)
E-car Club – UK based electric pay-per-use car club
Brunel – a London based chauffeur-services company

More than 2,300 people work for Europcar Mobility Group UK and it has a combined fleet across all brands of over 45,000 vehicles.

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